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**ARGYLL AND BUTE COUNCIL**

**HELENSBURGH AND LOMOND  
COMMUNITY PLANNING GROUP**

**Development and Infrastructure**

**10 NOVEMBER 2015**

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**The roll-out of superfast broadband**

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**1.0 EXECUTIVE SUMMARY**

- 1.1 The report provides an update on the rollout of next generation broadband within the Helensburgh and Lomond area.
- 1.2 It is recommended that the Helensburgh and Lomond Community Planning Group notes the content of this report and the presentation provided by Digital Scotland.

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**The roll-out of superfast broadband**

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**2.0 INTRODUCTION**

2.1 Work has commenced on the rollout of next generation or superfast broadband across the Helensburgh and Lomond area. This report provides an update on the progress to date.

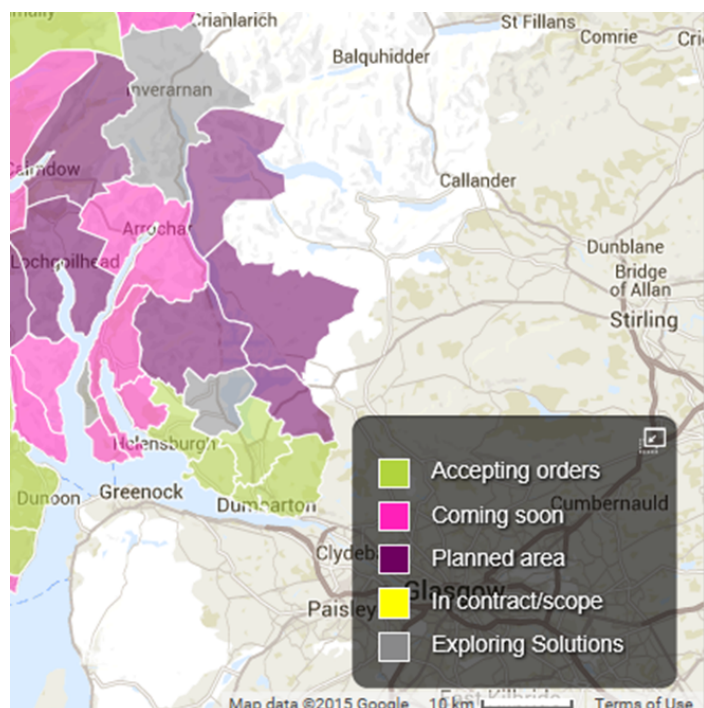
**3.0 RECOMMENDATIONS**

3.1 It is recommended that the Helensburgh and Lomond Community Planning Group notes the content of this report and the presentation provided by Digital Scotland.

**4.0 DETAIL**

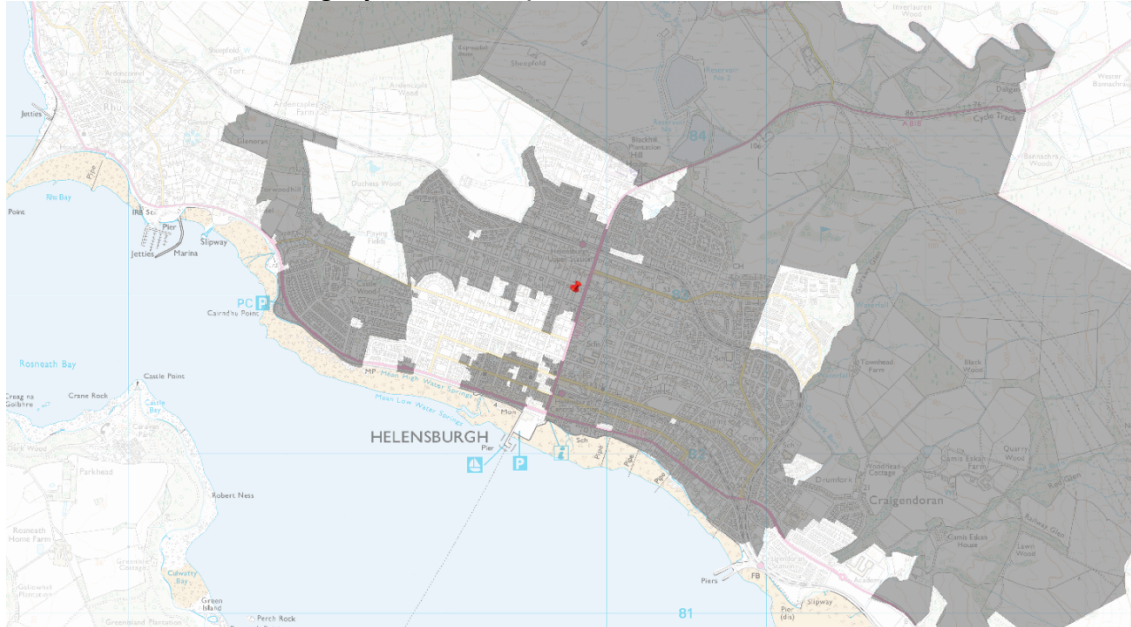
4.1 The majority of the rollout of next generation broadband within the Helensburgh and Lomond area will be undertaken through either the commercial rollout by BT (parts of Helensburgh town) or the Scottish Government led Rest of Scotland programme, which is also being delivered on the ground by BT. Between these two projects the new infrastructure within Helensburgh and Lomond is expected to connect to around 92% of premises. Some areas of Helensburgh and Lomond, not covered by these programmes, may get coverage through community projects supported by Community Broadband Scotland.

4.2 Digital Scotland has developed an interactive map detailing rollout plans which is available from <http://www.digitalscotland.org/whereandwhen>; an extract from this map currently shows the following for the Helensburgh and Lomond area. Once the map indicates that the local cabinet is live, a premises owner can then order the upgraded next generation broadband service from their internet service provider.



## BT commercial programme

- 4.3 The first 1,500 premises in Helensburgh gained access to the next generation broadband service in May 2014 and work is continuing to extend connections in those areas shaded in grey on the map below.



- 4.4 The commercial programme will only cover those premises where it is commercially viable to BT. They will not provide upgraded connections to premises which are connected directly to the exchange – known as Exchange Only lines – although these are expected to be covered through the Rest of Scotland programme.

## Rest of Scotland Programme

- 4.5 The first coverage through the Rest of Scotland project was in Cardross exchange area where the first live connections were made during October 2014 (initial build date estimate was 2016).
- 4.6 The following is an overview of the exchange areas within Helensburgh and Lomond and the likely dates for the first connections to the next generation broadband infrastructure.

<b>Exchange area</b>	<b>Anticipated first connections</b>	<b>Headend Exchange</b>
Arden	Exploring solutions	
Arrochar	January – June 2016	Arrochar
Cardross	Live service from October 2014	Alexandria
Clynder	By December 2015	Arrochar
Couport	Exploring solutions	
Garelochhead	January – June 2016	Arrochar

<b>Exchange area</b>	<b>Anticipated first connections</b>	<b>Headend Exchange</b>
Helensburgh	Live service commenced May 2014 through commercial rollout, further works during 2015 and 2016	Alexandria
Inveruglas	Exploring solutions	
Kilcreggan	By December 2015	Arrochar
Luss	July – December 2016	Alexandria
Rhu	By December 2015	Alexandria

These dates are indicative and are subject to survey, delays may be experienced in the build process which may alter the first connection dates. Not all premises will be connected from the date above, in most areas works will continue to connect more premises in the months following the first live connections.

#### Community Broadband Scotland

- 4.7 Despite the works being undertaken, some premises (8% or approximately 1,000 premises across the Helensburgh and Lomond area) will not be connected to the new infrastructure. The premises are expected to be within the three exchanges shown as exploring solutions (Arden, Coulport and Inveruglas) as well as other premises within those exchange areas where some coverage is expected. It has not been confirmed which premises will not be connected to the new fibre infrastructure.
- 4.8 Community Broadband Scotland (CBS) operates to support the communities in taking forward their own broadband solution. Whilst CBS have had enquiries from groups in the Helensburgh and Lomond area they are currently only working with the Ardlui community. The CBS service remains available for those that have a connection of less than 2mb per second currently. Further details are available at [www.communitybroadbandscotland.org](http://www.communitybroadbandscotland.org).

## **5.0 CONCLUSION**

- 5.1 Superfast broadband is being delivered across Helensburgh and Lomond with additional coverage expected by the end of 2015 and further works planned for 2016.

## **6.0 IMPLICATIONS**

- 6.1 Policy – the Single Outcome Agreement (SOA) and Economic Development Action Plan support improvements in the digital infrastructure.
- 6.2 Financial – Across Scotland funding of £410m has been committed to the next generation broadband project across Scotland (including a contribution from COSLA on behalf of all local authorities). A further £42m is anticipated for phase 2.
- 6.3 Legal – none.

- 6.4 HR – None.
- 6.5 Equalities – the differing nature of the deployment of new technology has the potential to lead to inequalities in terms of access to internet and broadband services including those which support business and personal development.
- 6.6 Risk – there is an overall risk that the economic benefits arising from modern digital infrastructure are not fully realised. There are risks that those areas which do not benefit from digital infrastructure could become less attractive locations within which to live and work which could have implications in relation to the SOA objective of growing the population. The various programmes are reliant on new technology and innovation which is developing rapidly. Some projects are reliant on commercial operator decisions to invest whilst grant funding is necessary for many aspects of digital infrastructure improvement in Argyll. These aspects all create a level of uncertainty around the extent of infrastructure improvements.
- 6.7 Customer Service – improvements in broadband and mobile technology improve the opportunities for customer service via these technologies.

Updates are posted on <http://www.argyll-bute.gov.uk/superfast-broadband>

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